



# EMERGENCY SERVICES REDESIGN

Interim Human Services Committee

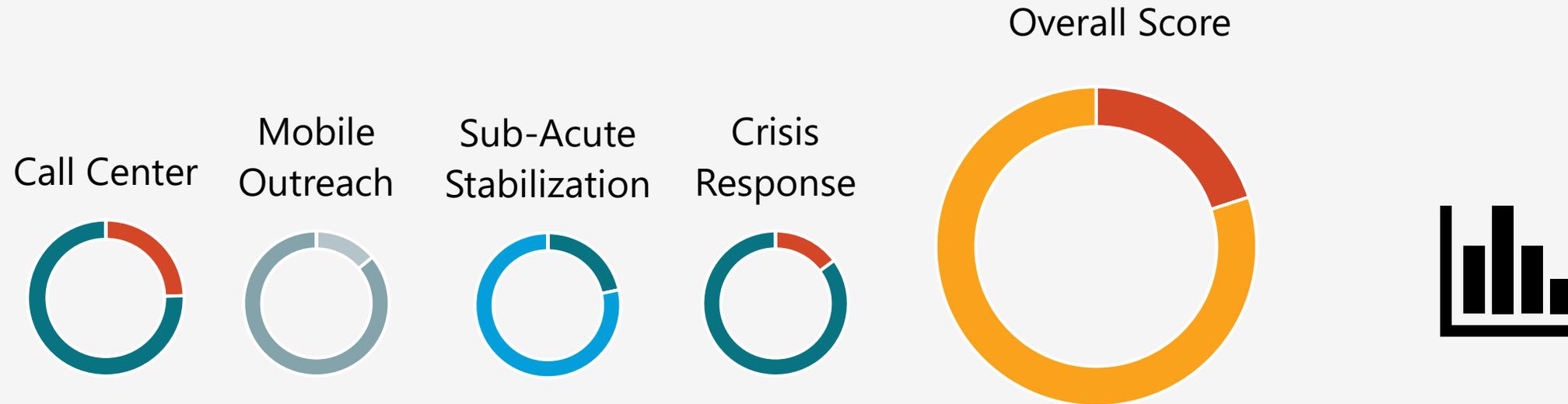
Rosalie Etherington, PhD

June 3, 2020

NORTH  
**Dakota** | Human Services  
Be Legendary.™



# EMERGENCY SERVICE CAPACITY NEEDS



**ONLY AT 25% OF DESIRED CAPACITY**



# CALL CENTER



STATEWIDE CALL CENTER



24 HOURS CRISIS CALLS



RESPONDER MOBILIZATION

# SUB-ACUTE STABILIZATION



8 CRISIS  
STABILIZATION UNITS  
WITH 95 CRISIS BEDS



SIT / STAND / LAY  
CRISIS RESOLUTION



SAFETY OBSERVATION  
AND INTERVENTION



SOCIAL  
DETOXIFICATION



# CRISIS RESPONSE



SCREENING, TRIAGE, AND REFERRAL



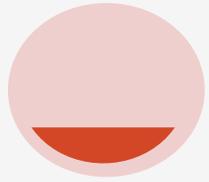
DIAGNOSTIC ASSESSMENT



RISK ASSESSMENT AND MANAGEMENT

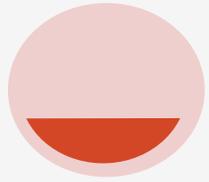


CRISIS PSYCHOTHERAPY



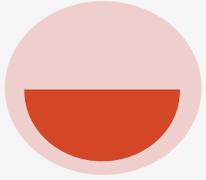
# MARCH 2020

- Telehealth Technology expanded
- Hub and Spoke pilot begins
- Centralized Call Center partial Go-Live at 4 HSC
- Crisis Stabilization Unit (CRU) renovations begin



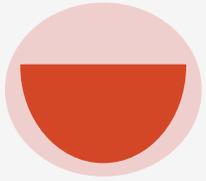
# APRIL 2020

- Bismarck hospitals and law enforcement educated
- CRU renovations for WCHSC and SEHSC complete
- WCHSC 24/7 and Mobile Crisis Response Go-Live
- SEHSC 24/7 and Mobile Crisis Response Go-Live



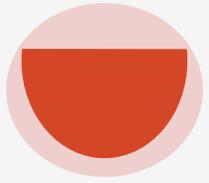
# MAY 2020

- Hub and Spoke adopted system wide
- 62% 24/7 HSC staffing hired



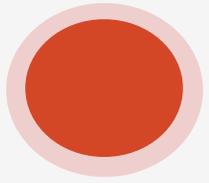
# JULY 2020

- 100% 24/7 HSC staff hired and trained
- Centralized Call Center partial Go-Live at 4 HSC
- SCHSC 24/7 and Mobile Crisis Response Go-Live
- NCHSC 24/7 and Mobile Crisis Response Go-Live



# AUGUST 2020

- BLHSC 24/7 and Mobile Crisis Response Go-Live
- NEHSC 24/7 and Mobile Crisis Response Go-Live



# SEPTEMBER 2020

- CRU renovations complete
- Centralized Call Center 24/7 Go-Live statewide
- NWHSC 24/7 and Mobile Crisis Response Go-Live
- LRHSC 24/7 and Mobile Crisis Response Go-Live
- Emergency Services promotion campaign

# WHAT CHANGES



From limited region-specific crisis response to statewide 24/7 telephone and in-person crisis response



From 1 region mobile crisis response to 8 region 24/7 mobile crisis response



From 95 beds primarily for residential SUD and low risk crisis to 95 flexible stabilization beds with capacity for 24/7 crisis intervention, suicide observation, and withdrawal management

# QUESTIONS